



PATENT
BRENDA 8

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s) : Nora FEMENIA et al. Application: 09/711,578
Filed : November 13, 2000 Confirmation: 7170
Examiner : Pierre E. ELISCA Group Art Unit: 3621
For : AUTOMATED CROSS-CULTURAL CONFLICT MANAGEMENT

RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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SEP 30 2004

GROUP 3600

Dear Sir:

In response to the Office Action mailed April 23, 2004, the time for responding having been extended by two months to September 23, 2004, applicants submit the following remarks.

REMARKS

Claims 1-20 are pending in this application.

In paragraph 5 of the Office Action, claims 1-20 were rejected as being anticipated by U.S. Patent No. 6,553,347 (Tavor).

The Examiner's rejection is based on several errors, discussed below. In the absence of these errors, the rejection lacks proper basis, and so should be withdrawn.

The Examiner's Errors

Examiner's Statement: "Tavor discloses a method for conducting one to one commercial negotiations (negotiation or managing a dispute)" (page 2, top)

First Error: The Examiner has equated pre-sale commercial negotiation with managing a dispute. These are not fungible or even remotely equivalent activities. The enclosed Declaration of Colin Rule explains that techniques for pre-sale negotiation differ from techniques